

## SC DMH Client Advocacy Report August 2013

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	16	79
Harris	15	81
Morris Village	4	42
Hall	1	38
Tucker	4	10
Forensics (GEO & Bldg. 1)	20	159
Mental Health Centers	35	291
<b>Total</b>	<b>95</b>	<b>700</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	148	757
Information, Referral & Other Assistance <sup>1</sup>	13	106

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	48	10	31	12	89
2) Admission & Discharge	65	37	26	18	128
3) Information & Advocacy	14	22	13	8	49
4) Physical Environment	10	8	2	1	20
5) Inpatient Rights	92	89	1	21	182
6) Personal Property & Money	36	28	23	15	87
7) Confidentiality & Consent	10	7	28	8	45
8) Treatment	44	18	200	33	262
9) Other Rights Issues	8	7	42	12	57
<b>Total<sup>5</sup></b>	<b>327</b>	<b>226</b>	<b>366</b>	<b>128</b>	<b>919</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just Care & Crafts Farrow Campus.

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	4	5		1	9
b. Excessive Restraint, Seclusion & PRNs	3				3
c. Sexual Abuse		2	1		3
d. Verbal Abuse or Violations of Dignity	35	1	26	10	62
e. Neglect	6	1	2	1	9
f. Financial Exploitation		1	2		3
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	27	21	2	7	50
b. Community Placement (where)	27	5	5	6	37
c. Periodic Court Review	5	2		5	7
d. Questions, Education & Other	6	9	19		34
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	5	11	9	5	25
b. Access to Legal Resources	5	7		2	12
c. Questions, Education & Other	4	4	4	1	12
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	3	3	1		7
b. Linens, Clothes & Toiletries	2	4			6
c. Disrepair of Physical Plant	4	1	1	1	6
d. Cleanliness of Facilities	1				1
<b>5) Inpatient Rights</b>					
a. Privacy	5	1			6
b. Safety	7	11		4	18
c. Freedom, Privileges & Fairness	33	30		7	63
d. Communication	14	31		7	45
e. Health Care	33	16	1	3	50
<b>6) Personal Property &amp; Money</b>					
a. Property	12	17		3	29
b. Money, Entitlements, Rep. Payee	18	8	5	7	31
c. Billing Issues	4		15	4	19
d. Other Non-DMH Issues	2	3	3	1	8
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	2	5	21	5	28
b. Breach of Confidentiality	5	1	4	1	10
c. Issues of Consent, Confidentiality, etc.	3	1	3	2	7
<b>8) Treatment</b>					
a. Eligibility for Services	3	3	35	4	41
b. Accessibility to Staff & Treatment	8		66	12	74
c. Individualized, Client-Driven	24	9	92	14	129
d. Right to Refuse Treatment	9	6	7	3	18
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education	1	4			5
b. Religion	2			1	2
c. Sexuality, Birth Control, Marriage, etc.	1		1		2
d. Voting					
e. Housing	2	3	23	3	25
f. Legal assistance for Non-DMH issues	2		18	8	23

